



Performance Dashboard

ON TIME

February 19 – 22, 2013

98.94%

Delivery before bell

98.09%

Delivery 35 - 5 min before bell

96.04%

On-Time Delivery
30 - 10 min before bell

CUSTOMER FOCUSED

February 19 – 22, 2013

Avg. Call Duration **1:12 min**

Avg. Call Wait Time **15 sec**

Calls Answered **944**

% Calls Answered **93.37%**

Parent Resource Center

SAFE

January 2012

1.14

Preventable accidents
per 100,000 miles

RELIABLE

As of February 12, 2013

7.9 years

Average age of fleet

EFFICIENT

February 4 – 8, 2013

100%

Routing changes
implemented within 3 days